



PRODUCT: ALL
SERVICE ADVISORY #012
DATE: August 23, 1984

Subject Service Invoice Completion

THIS ADVISORY SUPERSEDES ADVISORY # 004.

Attached is the COMPAQ^R Computer Corporation Authorized Dealer Service Invoice form. This form is to be filled out and returned to COMPAQ Computer Corporation Customer Service any time the dealer wishes to be reimbursed for warranty service, extended service, or return parts credit.

The part number by which this form can be ordered from the COMPAQ Computer Corporation Dealer Support Center is:

100500-001

This Service Invoice has been designed to provide COMPAQ Computer Corporation with the information necessary to document each service event. In addition, the invoice serves as a packing slip for all parts returned to the company for exchange or credit. For these reasons, it is very important that the Authorized Dealer understand explicitly what is required of each entry.

CUSTOMER IDENTIFICATION: This part of the invoice identifies the name and address of the customer requiring service. This need only be filled out for Warranty, Extended Warranty, and Service Option repairs.

AUTHORIZED DEALER CODE: The Authorized COMPAQ Computer Dealer number.

DEALER NAME: The store which corrected the service problem.

UNIT S/N: The serial number of the unit on which the repair action was performed.

DATE REPAIR REQUESTED: Date the customer requested that the Authorized Dealer repair the unit.

DATE REPAIR PERFORMED: Date that the unit was returned to proper working condition.

PRODUCT CODE: Indicate appropriate code. Refer to the list of Service Codes on the reverse side of the form.

- 01 COMPAQ Portable Computer
- 02 COMPAQ PLUS
- 03 DESKPRO Model 1
- 04 DESKPRO Model 2
- 05 DESKPRO Model 3
- 06 DESKPRO Model 4
- 99 Miscellaneous

CUSTOMER DESCRIPTION OF PROBLEM: Customer's description of the unit's problem.

TYPE OF SERVICE: Select the code which describes the type of service that the Invoice covers. Refer to the list of Service Codes on the reverse side of the form.

- 10 90-day Customer Product Warranty
- 15 9-month Customer Extended Warranty
- 20 1-year Customer Service Option
- 25 90-day Spare Part Only Warranty
- 30 1-year Dealer Stock Shelf Warranty
- 99 Out of Warranty Spares Credit/Exchange

EXTENDED WARRANTY OPTION/SERVICE OPTION NO.: Option agreement number, if Invoice covers option service.

DATE OF RETAIL SALE: Date that the unit was purchased by the customer.

RMA #: Authorization number issued by COMPAQ Service Administration for the return of defective part(s). Make sure the RMA # is clearly marked on the outside of the box containing the parts being returned.

RATE SCHEDULE: Revision of COMPAQ Spares Pricing and Warranty Labor Rate Schedule used by the Authorized COMPAQ Dealer to calculate the total labor credits and total material credit due the Dealer.

DEALER COMMENTS: Describe any unusual situations regarding the service event.

AUTHORIZED SERVICE REPRESENTATIVE: The signature of the Authorized COMPAQ Computer Service Representative.

CUSTOMER: The customer's signature and date of signature, to indicate that the repair action has been completed to the customer's satisfaction.

PROBLEM CODE: Select the code which best represents the primary problem with the unit. **DO NOT CHECK A LINE FOR EVERY PROBLEM WITH THE UNIT.** Refer to the list of Service Codes on the reverse side of the form.

- 10 DOA System Failed Out of Box
- 15 Defective Case Plastic
- 20 Defective Subframe Sheet Metal
- 25 Keyboard Problem
- 30 Display/Video Problem
- 35 External Video Problem
- 40 Disk Drive Problem
- 45 Parallel Printer Port Problem
- 50 Async/Serial Port Problem
- 55 Speaker/Audio Problem
- 60 Fan Not Working
- 65 No System Power
- 70 CPU/Memory Problem
- 88 Other (Describe in Comments)

ACTION CODE: Select the code which best indicates the action taken to correct the problem. Refer to the list of Service Codes on the reverse side of the form.

- 10 Replaced
- 15 Reinstalled
- 20 Electrical Adjustment
- 25 Mechanical Adjustment
- 30 Cleaned
- 35 Checked, No Problem Found
- 50 Upgrade
- 88 Other (Describe in Comments)

PARTS USAGE: IN-WARRANTY EXAMPLE

A service event required the replacement of two diskette drives and a keyboard assembly while under the 90-day Limited Warranty. The keyboard and both drives were to be exchanged.

Qty.	Part Number	Description	Action Code	Exch. Only	Credit Only
1	100487-001	Keyboard Assembly	10	X	
2	101017-001	Diskette Drive	10	X	
			\$ 90.00	Total Labor Credit	
			\$ -0-	Total Material Credit	

PARTS USAGE: OUT-OF-WARRANTY EXAMPLE

A service event required the replacement of two diskette drives and a keyboard assembly while out of the 90-day Limited Warranty. The keyboard and one drive were to be exchanged, and the other drive was to be returned for material credit.

Qty.	Part Number	Description	Action Code	Exch. Only	Credit Only
1	100487-001	Keyboard Assembly	10	X	
1	101017-001	Diskette Drive	10	X	
1	101017-001	Diskette Drive	10		X
			\$ -0-	Total Labor Credit	
			\$ 170.00	Total Material Credit	

SHIPPING INSTRUCTIONS: Check the appropriate box for the type of return shipment you prefer.

If any clarification is required, please call the COMPAQ Computer Corporation Dealer Support Center at:

1-800-231-9977 (Authorized Dealers Outside of Texas)

1-800-392-4811 (Authorized Texas Dealers)

Telex: 795437

A/B: COMPAQCOMP HOU (Houston, TX)

Telex: 84117898630

A/B: COMPAQ TTX D (European Headquarters)

CC: STORE MANAGER